

**10 May 2016**

**Agenda Item:**

**REPORT OF THE VICE-CHAIRMAN OF JOINT CITY AND COUNTY HEALTH  
SCRUTINY COMMITTEE**

**NHS 111 PERFORMANCE UPDATE**

**Purpose of the Report**

1. To introduce an update on the performance of the NHS 111 service.

**Information and Advice**

2. Members will recall that an update on this service was last received by the committee in September 2015 when Stewart Newman, Head of Urgent Care at Nottingham City Clinical Commissioning Group and Dr Christine Johnson, NHS 111 Clinical Lead, Derbyshire Health United.
3. The committee heard that the current contract with Derbyshire Health United would run until March 2016. A competitive procurement process had been initiated by the CCG, but as national commissioning standards for NHS 111 were expected to be published at the end of September 2015, all procurement was, at that time, paused. In addition, it was understood that NHS 111 would remain as a national service although changes were likely to be made to its composition.
4. Members were also told that locally the performance of NHS 111 had continued to stabilise. Over 90% of calls are answered within 60 seconds each month, and less than 1% of calls have been abandoned within the last financial year. Locally, NHS 111 has also participated in national pilots and innovations which have improved the service.
5. A written report setting out NHS 111 performance is attached as an appendix to this report.
6. Members may already be aware from press reports that the new contract to provide the NHS 111 telephone service across the East Midlands has been awarded to a consortium of Derbyshire Health United and the East Midlands Ambulance Service (EMAS) NHS Trust. The DHU and EMAS consortium will take over the contract in October 2016.
7. Dr Christine Johnson, NHS 111 Clinical Lead at Derbyshire Health United and Helen Jones, the new Head of Urgent Care at NHS Nottingham City Clinical Commissioning Group will attend the Joint Health Committee to present the performance information and answer questions.

## **RECOMMENDATION**

That the Joint City and County Health Scrutiny Committee:

- 1) Consider and comment on the NHS 111 performance information
- 2) Schedule further consideration, as necessary

**Councillor Parry Tsimbirdis**

**Vice-Chairman of Joint City and County Health Scrutiny Committee**

**For any enquiries about this report please contact: Martin Gately – 0115 9772826**

### **Background Papers**

Nil

### **Electoral Division(s) and Member(s) Affected**

All